COMPAQ

250029-001

COMPAQ

compaq.com/athome

My Presario - Getting Started

Important Service Information

For the fastest path to the right answers, go to **compaq.com/consumersupport**.

At this site you will find online services to assist with your hardware and software related questions, issues, and product needs.

Compaq offers the following online services for your Presario product:

- **Drivers and product information** – find original product drivers, the latest updates and software fixes, warranty information, and product documentation.
- **Compaq Customer Communities** – where novices to technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.
- **Contact a Compaq Support Specialist** – Have a product warranty issue or need to contact a technical expert? Contact Compaq online for the fastest time to a solution.

When escalating a service event online, it is important to include the following information in your inquiry. Please take a moment to write down the following information for your future reference.

- **Product Name:** _____
- **Model Name:** _____
- **Serial Number:** _____
- **Date of Purchase:** _____

Notice

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The limited warranties for Compaq products are exclusively set forth in the documentation accompanying such products. Nothing herein should be construed as constituting a further or additional warranty.

Compaq Presario
First Edition (September 2001)
Part Number 250029-001

Regulatory Compliance Notices

Federal Communications Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

Cable

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

Declaration of Conformity for products marked with the FCC logo - United States only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

Or, call

1-800- 652-6672 (1-800-OK COMPAQ)

For questions regarding this FCC declaration, contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000

Or, call

(281) 514-3333

To identify this product, refer to the Part, Series, or Model number found on the product.

▲ IMPORTANT SAFETY INSTRUCTIONS

When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use this product to report a gas leak in the vicinity of the leak.
4. Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack or internal component.
5. If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.
6. Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.

SAVE THESE INSTRUCTIONS

Telecommunications Device Approvals

The telecommunications device in your computer is approved for connection to the telephone network in the countries whose approval markings are indicated on the product label located on the bottom of the computer or on the modem.

Refer to the documentation included with the product to ensure the product is configured for the country in which it is located. Selecting a country other than the one in which it is located may cause your modem to be configured in a way that violates the telecommunication regulations/laws of that country. In addition, your modem may not function properly if the correct country selection is not made. If when selecting a country a message appears that states that the country is not supported, this means that the modem has not been approved for use in this country and thus should not be used.

U.S. Modem Regulatory Statements

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the computer or on the modem is a label that contains, among other information, the FCC certification number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

Applicable certification jack USOC = RJ11C. An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 Compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this Compaq equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will also be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted telephone service.

If trouble is experienced with this Compaq equipment, call Compaq at 1-800-OK-COMPAQ or 1-800-652-6672. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. You should only perform repairs to the equipment specifically discussed in the Troubleshooting section of the user guide, if one is provided.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your fax machine, you should complete the steps outlined in the faxing software instructions.

These requirements apply to all fax machines and have been extended to all fax modems manufactured on or after December 13, 1995.

▲ **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The Ringer Equivalence Number for this device is 1.0.

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Congratulations! As the owner of a new Compaq Internet PC, you have joined the worldwide community of Presario computer users. Once your computer is set up and connected to the Internet, you can explore vast regions of information, entertainment, and online services.

This guide is designed to help you:

- Get acquainted with computer features you'll want to try during the first few days or weeks.
- Keep your computer running smoothly by using the tools on your computer.
- Solve problems if they occur.

Symbols and Graphics Used

Warnings and cautions are displayed to protect you from injury, your equipment from damage, and your files from data loss.

The following words and symbols have special meaning in this guide and in the CD documentation:

Warning	Failure to follow directions may result in bodily harm or loss of life.
Did you know ...	Understanding the background or concept may help you solve a problem.
Tip	Helpful hints make using your computer easier and faster.
See also ...	Another document or another page in this document has related information.

Caution: Failure to follow directions may result in damage to equipment or loss of data.

Computer Illustrations and Features

The computer illustrations shown and the features described in this guide may differ slightly from your Compaq Presario Internet PC.

Where Can I Find Information?

Information is available in several forms: printed documents, electronic documents on the CD that came with your computer, and the Compaq Web site. Use this guide as your first point of reference, and then refer to the following documents:

- Quick Set-Up poster
- Warranty Certificate
- *My Presario—Learning More* CD
- Presario Newsletter

Did you know ...

The Compaq Web site is available worldwide. As you explore the Internet, go to the following address for information about products, services, and exciting activities:

compaq.com

Warranty Certificate

The warranty details Compaq's commitment to repair or replace parts during the warranty period and lists important Compaq telephone numbers. *In the event of a mechanical problem, contact Compaq, not the retailer who sold you the computer.*

Keep the warranty in a safe place for future reference.

Replacing Parts

The Easy Access design of your Internet PC allows you to access internal components—in most cases, without using any tools.

The *My Presario—Learning More* CD describes procedures for upgrading and replacing computer components. If you experience a problem and are unable to resolve the issue after referring to this guide and the *My Presario—Learning More* CD, contact Technical Support. If a replacement part is needed, the technician will send the replacement part with illustrated instructions for removing the factory-installed part and replacing it.

Upgrading Your Computer

Expand your Presario performance with upgrades like memory and additional peripherals, such as a digital camera and a printer. To learn more, visit the online store at:

compaq.com/athome

Safety

Your computer is an electrical device. Treat it with care to avoid personal injury and damage to the equipment.

Warning

To reduce the risk of electric shock and damage to the equipment, read the Safety and Comfort Guide *on the* My Presario—Learning More *CD before performing any procedures involving the internal components of your computer.*

Did you know ...

For added protection during an electrical storm, perform a shutdown, then disconnect your computer (and all peripherals) from the power source (wall outlet). After shutting down your computer, unplug the surge protector(s) from the power source.

Don't forget to plug your surge protector(s) back in after the storm has passed.

Safety and Comfort

The *My Presario—Learning More* CD contains safety and comfort information on how to:

- Set up your work area for maximum comfort.
- Practice good posture, hand position, work habits, and health habits while using your computer.
- Use a grounding plug to prevent electrical shorts, shocks, or fires.
- Use a surge protector to regulate the flow of electricity to the computer, modem, and all peripherals, such as a printer, speakers, and monitor.
- Become static-free before removing the side panel.

How Do I Find Information on the Learning More CD?

The *My Presario—Learning More* CD has information on the following topics:

- Advanced features of your computer
- Solving computer problems
- Safety and comfort
- Compaq Help & Support
- Upgrading your computer
- Government regulatory information

Did you know ...

Electronic documents often have hyperlinks to help you find information quickly. When you pass the cursor over a hyperlink, a small hand is displayed. When you click a hyperlink, it jumps to the referenced page. Hyperlinks are represented by navigation buttons, colored text, and images.

Using the *My Presario—Learning More* CD

1. Insert the *My Presario—Learning More* CD into the CD-ROM drive. The CD will run automatically and the main page will be displayed.

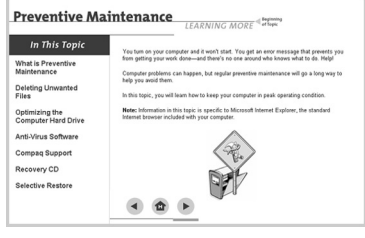
   Note: If the CD does not run automatically, click the **Start** button, select **Run**, and type **E:autorun.exe** (where E represents the letter of your CD-ROM drive).

2. On the Learning More CD Online Documentation main page, hover your cursor over a topic to see a list of subtopics.

3. Click one of the topics on the main page to view its contents.

4. On the topic page, click one of the subtopics that you want to view, or click the forward and back icons to move to the next or previous subtopic.

   Note: You can return to the main page at any time by clicking the Home icon.



Using Your Computer

2

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Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, 2-15

In this chapter, you learn about the following exciting, easy-to-use features of your computer:

- **Computer:** Become familiar with all the components on the front and back of your computer.
- **Keyboard:** Learn about all the keyboard's capabilities, including one-button access to the Internet!
- **Scroll Mouse:** See how easy it is to use the scroll mouse and learn shortcuts to save time.
- **Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives:** Use the various drives to listen to your favorite CDs or watch movies.

Note: Illustrations and features shown may differ slightly from those of your computer.

Your Computer at a Glance

Before you begin, you'll want to become familiar with the components of your Compaq Presario.

Tip

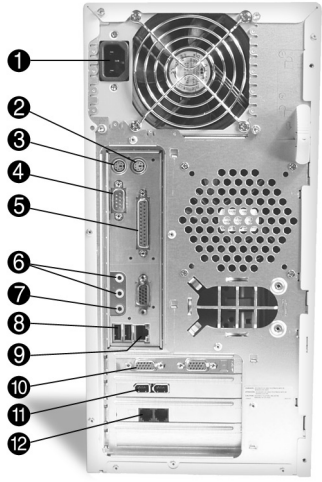
Some components have color-coded connectors that match the ports on the back of your computer.

What's in Front (5000 Series)?

❶ CD-R/RW or DVD-R/RW drive
❷ Disk drive
❸ Two USB connectors for connecting USB devices (varies by model)—ports for connecting peripheral devices, such as gamepads, joysticks, and video cameras
❹ Power button
❺ CD storage for storing five CDs

What's in Back (5000 Series)?

❶ Power port
❷ PS/2 mouse port
❸ PS/2 keyboard port
❹ Serial port for connecting a serial peripheral device
❺ Parallel port for connecting a peripheral device, such as a printer
❻ Audio speaker ports
❼ Microphone port
❽ USB ports for connecting an Internet keyboard or other USB devices
❾ Ethernet port for connecting to an Ethernet network (if equipped)
❿ Monitor port
⓫ 1394 port
⓬ Modem port for connecting to a phone line

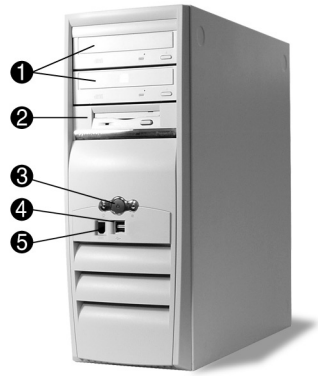


Note: Connectors and their positions may vary by model.

Your Computer at a Glance, cont.

What's in Front (8000 Series)?

❶ CD-R/RW or DVD-R/RW drive
❷ Disk drive
❸ Power button
❹ Two USB connectors for connecting USB devices (varies by model)—ports for connecting peripheral devices, such as gamepads, joysticks, and video cameras
❺ 1394 port



What's in Back (8000 Series)?

❶ Power port
❷ PS/2 mouse port
❸ PS/2 keyboard port
❹ Serial port for connecting a serial peripheral device
❺ Parallel port for connecting a peripheral device, such as a printer
❻ Audio speaker ports
❼ Microphone port
❽ USB ports for connecting an Internet keyboard or other USB devices
❾ Ethernet port for connecting to an Ethernet network (if equipped)
❿ Monitor port
⓫ 1394 port
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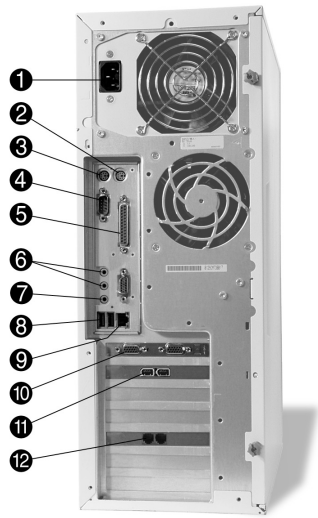


Note: Connectors and their positions may vary by model.

Keyboard Basics

The standard keys perform the following functions:

❶ **Main keys** are the typewriter-style keys.

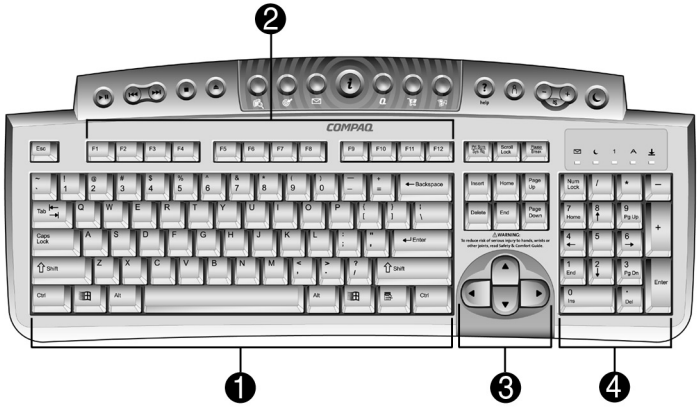
❷ **Function keys** are the **F1** through **F12** keys. Two of these keys are active even without a program running. **F1** enables you to get help on Windows-related topics. **F3** enables you to search for files or folders.

❸ **Arrow keys** can be used for games and to navigate through a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.

❹ **Numeric keys** work like a calculator keypad.

Getting to Know the Standard Keyboard Keys

Some keys have special functions when used alone or combined with other keys. These functions vary depending on the program you are using.



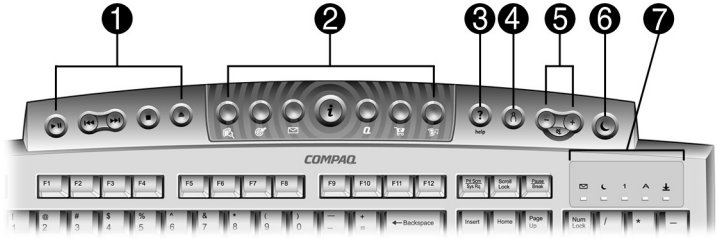
❶	Main keys	❸	Arrow keys
❷	Function keys	❹	Numeric keys

Note: Style of keyboard may vary by model.

Keyboard Buttons

The keyboard buttons make it easier and faster to get on the Internet, use your favorite software, or listen to your favorite CD. You might even want to watch a movie or send an e-mail.

The keyboard buttons are shown in the following illustration. They are discussed in detail on the following pages.

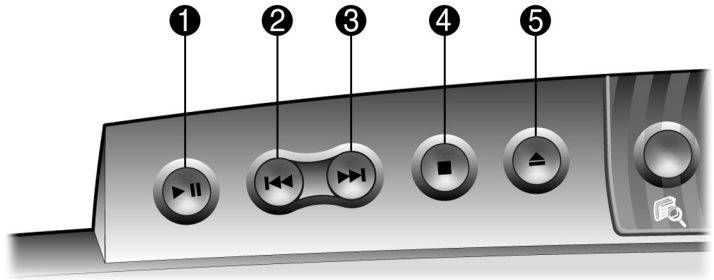


❶	**CD/DVD Control** Buttons	❺	**Volume/Mute** Buttons
❷	**Internet Zone** Buttons	❻	**Stand By** Button
❸	**Quick Launch Help** Button	❼	**LED Status** Lights
❹	**Quick Launch My Program** Button		

Using CD/DVD Control Buttons

The CD/DVD control buttons provide a quick and easy way to play a CD or a DVD movie at the touch of a button. The buttons can also be used to control MP3 files played through Windows Media Player.

Many CDs begin playing automatically when inserted into the drive. Refer to "Playing an Audio CD" in this chapter to play a CD.



❶	**Play/Pause** starts or stops a CD, DVD, or MP3 temporarily.	❹	**Stop** ends the CD, DVD, or MP3 play, rewind, and fast forward functions.
❷	**Rewind/Previous Track** skips to the previous track.	❺	**Eject/Load** ejects or loads the CD or DVD.
❸	**Fast Forward/Next Track** skips to the next track.		

Note: Buttons may vary by model.

See also ...

Refer to "Adjusting the Volume" in this chapter to adjust the volume when playing a CD or a DVD.

Keyboard Buttons, cont.

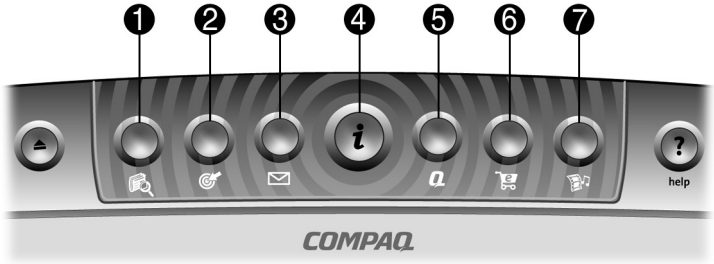
With the press of a keyboard button, you can get on the Internet fast, read your e-mail, or check out the latest in entertainment.

Depending on which Internet Service Provider (ISP) you have, the default options provided by the Internet Zone buttons may vary.

Did you know ...

Until you set up your Internet Service Provider (ISP), each Internet button takes you to a window that guides you through the ISP set-up process.

Using Internet Zone Buttons



Note: Button functions may vary by model and by region.

No.	Description
1	**Search** accesses a Web site that helps you to locate news and information on the Internet. Search for topics including news and information, shopping, images, music, and video.
2	**Activity** launches your favorite Internet Zone activity. The default brings you to your Community center, a vibrant online community experience with chat sessions, discussion boards, clubs, home pages, photo albums, and more. **Note:** On the Smart Credit Card Internet keyboard, the **Activity** button is replaced by the **Smart Credit Card** button. Refer to the "Smart Credit Card Internet Keyboard" section for details.
3	**E-mail** launches your e-mail application.
4	**Instant Internet** provides your daily starting point to the Internet. It connects you to a customizable Web page filled with local weather, news, sports, and financial information.
5	**Compaq Customer Communities** provides online collaboration between novices and technical experts, who share knowledge and information and provide assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.
6	**Retail/Affinity Central** provides an instant connection to your computer store and a variety of leading consumer companies.
7	**Entertainment** is your online scoop for the world of entertainment, featuring music downloads, streaming video, Web casts, entertainment news, and reviews.

Keyboard Buttons, cont.

Some Internet buttons have a default function, and others can be assigned a function such as calling up your favorite Internet page or reading your e-mail. After being assigned a function, these buttons can be reassigned to a different function.

You can access your favorite program, Web site, or document by pressing the **Quick Launch** Web buttons. These are the **Help ?** and **My Program** buttons.

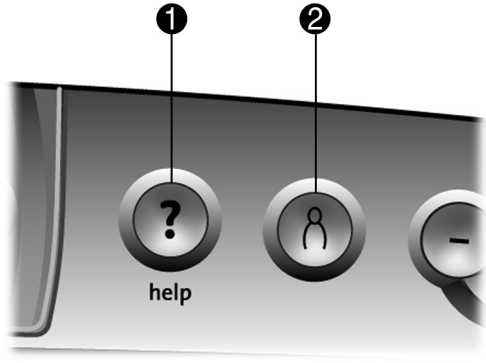
See also ...

Refer to "Preventive Maintenance" on the My Presario—Learning More *CD for additional information on service and support.*

Customizing the Internet Zone Buttons

1. From the Windows desktop, click the **Start** button then click **Control Panel**. The Control Panel window is displayed.
2. In the Control Panel, click **Printers and Other Hardware** then click the **Easy Access Buttons** icon. A dialog box prompts you to press the Easy Access (Internet Zone) button you would like to program.
3. Press the Internet button you would like to program. This takes you to a Web site that provides instructions for reassigning the Internet button.

Using Quick Launch Web Buttons



No.	Description
1	**Help** takes you to the Compaq Service & Support Center, which provides information about your Presario. You can find information about your computer and computer-related peripherals as well as access links to online technical support.
2	**My Program** can be programmed to launch your favorite software, Web site, or document.

Note: Buttons and their functions may vary by model and region.

Keyboard Buttons, cont.

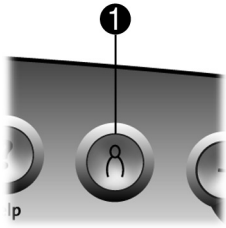
After you assign the **My Program** button settings, pressing the button opens your selected software, Web site, or document automatically.

See also ...

*Instructions for reassigning the **My Program** button are found on the* My Presario—Learning More *CD.*

The **Volume Control** buttons allow you to control the volume of your computer. Or, if you want silence, press the **Mute** button. It's that simple!

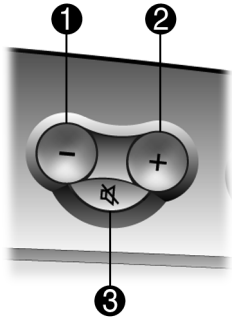
Assigning the My Program Button



1. Press the **My Program** button ❶. The Compaq Easy Access Button Settings dialog box is displayed.
2. Select **Launch a new program** or **Launch a new website**, then click **Next**.
3. If you selected **Launch a new program**, select either **Programs** or **Documents**, then choose the program or document you want to assign to the **My Program** button
4. If you selected **Launch a new website**, choose the Web site you want to assign to the **My Program** button.
5. Click **OK** to verify your selection.
6. Click **OK**.

Adjusting the Volume

Use the following buttons on your keyboard to adjust the volume as needed:



- ➜ Press the **minus** button ❶ to decrease the volume.
- ➜ Press the **plus** button ❷ to increase the volume.
- ➜ Press the **mute** button ❸ to turn off the sound.

Keyboard Buttons, cont.

If you're going to be away from your computer but want to leave the power on, you can put your computer into Stand By mode.

Did you know ...

You can set the amount of time that passes before your computer goes into Stand By mode. See the My Presario—Learning More *CD for instructions.*

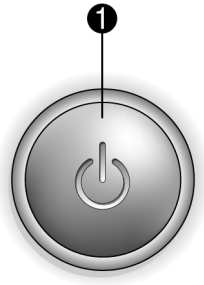
Putting Your Computer into Stand By

Press the **Stand By** button ❶ on the keyboard and your computer goes into Stand By mode.

Resuming from Stand By

Press the **Power** button ❶ on the front of your computer to resume from Stand By mode.

Note: On some models, you can resume from Stand By mode by moving the mouse.

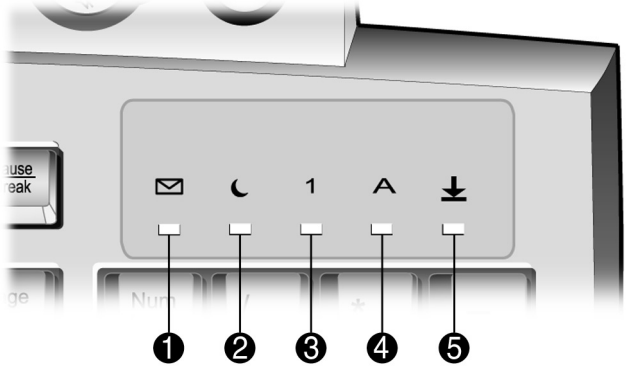


System Status Lights

The system lights on the keyboard provide a quick status of your computer and keyboard settings.

Understanding the System Status Lights

The system status lights are shown in the following illustration, and the function of each light is explained.



No.	Description
❶	**E-mail** indicates when you have e-mail waiting to be read. **Note:** This light works only with POP3 Internet services. The light does not work with proprietary Internet services such as AOL.
❷	**Stand By** indicates the computer is in Stand By mode.
❸	**Num Lock** indicates that you can use the numeric key pad to type numbers.
❹	**Caps Lock** indicates all text typed will appear as capital letters.
❺	**Scroll Lock** indicates when the scroll-lock function is engaged, enabling you to scroll through a document without moving the cursor.

Smart Credit Card Internet Keyboard

(available on select models)

The Smart Credit Card Internet Keyboard makes it easy for you to purchase merchandise online.

Understanding the Smart Credit Card Internet Keyboard

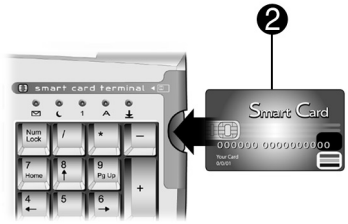
The Smart Credit Card Internet Keyboard has the same features as the standard keyboard with the addition of a **Smart Credit Card** button ❶ and a Smart Card terminal ❷.

Note: The Smart Credit Card Internet Keyboard is classified as a high power USB device. As with any high power USB device, this keyboard needs to be connected directly to one of the USB ports on the front or back of your computer. If an optional external USB hub is used, it must be a powered external USB hub.

Using the Smart Credit Card Feature

1. To apply for a Smart Credit Card or shop at enabled e-merchants, press the **Smart Credit Card** button ❶. This button launches a Web site with instructions on obtaining your Smart Credit Card.

2. When prompted, insert your Smart Credit Card into the Smart Card terminal with the front of the card facing up ❷.



3. Follow the on-screen instructions to complete the transaction.

Compaq/ Logitech™ Wireless Wheel Mouse

(available on select models)

Did you know ...

The wireless wheel mouse does not alert you when the batteries are low. You must replace the batteries approximately every six months.

Tip

For optimal performance, place the receiver at least eight inches (twenty centimeters) away from other electrical devices, such as the computer, the computer monitor, or external storage devices.

See also ...

If your wireless wheel mouse does not function properly after installation, refer to the "Troubleshooting" section in Chapter 6 of this guide.

See also ...

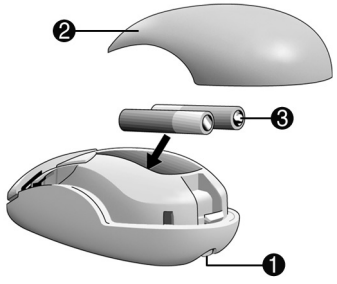
For information about using your wireless wheel mouse, refer to the "Scroll Mouse and Wireless Mouse" section on the next page.

Installing the Wireless Wheel Mouse

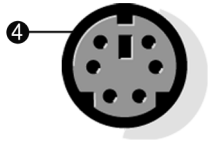
Note: Before using your wireless wheel mouse, refer to the Comfort Guidelines on the Logitech Web site at:

logitech.com/cf/support/comfortguide.cfm

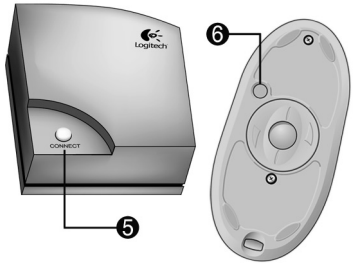
1. Remove the battery compartment cover by pressing the tab on the bottom of the mouse ❶ and sliding off the cover ❷.



2. Insert the two AAA alkaline batteries ❸ according to the diagram inside the battery compartment.
3. Turn off your computer.
4. Connect the receiver cable to the PS/2 port ❹ on the back of your computer.



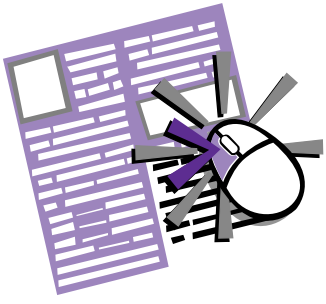
5. Turn on your computer.
6. Establish communication between the mouse and the receiver by pressing the **Connect** button ❺ on the receiver, then pressing the **Connect** button ❻ under the mouse.



Scroll Mouse and Wireless Mouse

Your computer comes with a scroll mouse. The scroll mouse directs a cursor on the Windows desktop. Use the mouse to move quickly and easily through a document or Web site.

Moving the scroll wheel on your mouse forward or backward through a document or Web site is faster than using the scroll bar.

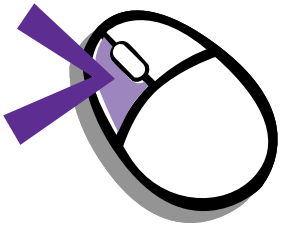


Tip

Some mouse functions may not work with all software.

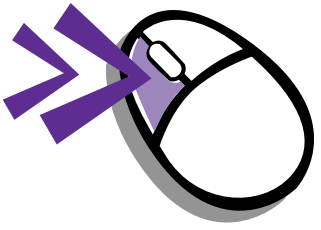
Making Screen Selections

Click by pressing and releasing the left mouse button quickly one time. You will hear a single clicking sound.



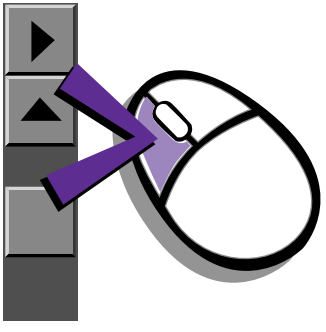
Opening Software and Files

Double-click by quickly pressing and releasing the left mouse button twice.



Scrolling

Click (and hold down) on the scroll handle (the box in a scroll bar area) and drag it up or down until the desired text is displayed in the window. Or single-click the arrow buttons to move up or down one line at a time.



Positioning the cursor on the scroll bar and clicking above or below the scroll handle moves the text up or down one screen at a time.

Scroll Mouse and Wireless Mouse, cont.

AutoScroll allows you to move forward and backward through a document without having to move the mouse or mouse wheel continuously.

Did you know ...

The scroll mouse can be customized for a left-handed user from the Mouse Properties dialog box. Click on ***Start*** *then click* ***Control Panel****. Click* ***Printers and Other Hardware*** *then click on the* ***Mouse*** *icon to open the Mouse Properties dialog box.*

Autoscrolling

1. Open a program and press the scroll wheel to begin autoscrolling.
2. Move the mouse once in the direction you want to scroll (vertically, horizontally, or diagonally). The farther you move the cursor from the starting point, the faster the scrolling occurs.
3. To stop autoscrolling, press a mouse button.

Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives

Your computer may have one or more drives depending on the model you purchased:

- Disk drive
- Hard drive
- CD-ROM drive
- CD-RW drive
- DVD-ROM drive
- DVD-R/RW drive

Each drive has a different capacity for storing information.

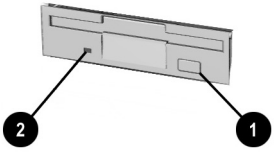
The disk drive uses a floppy disk to store files. Once information is copied onto a floppy disk, it remains there until you delete or overwrite it.

The other drives are discussed on the following pages.

Using the Disk Drive

1. Hold a floppy disk with the label facing up and the arrow on the disk pointing toward the drive; then gently push the disk into the drive.

2. To remove a floppy disk, press the **Eject** button ❶ on the disk drive.



▲ **Caution:** Wait until the disk drive activity is complete (the activity light ❷ stops glowing) before removing a floppy disk. Removing a disk when the drive is reading from or writing to the disk can damage the disk or the information stored on it.

Note: Remove the floppy disk from the drive prior to shutting down Microsoft Windows.

Using the Hard Drive

The hard drive stores system files, software, and data files inside your computer. When you install software, download files from the Internet, receive e-mail and attachments, or create new files, the computer saves them on your hard drive. The available storage space is gradually filled. To regain storage space, you can delete files or programs loaded on your computer, or save them on external media such as floppy disks, CD-R, CD-RW, DVD-R, or DVD-RW discs.

Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, cont.

The CD-ROM drive enables you to read data from a CD or listen to a music CD.

The CD-RW drive enables you to read and write data to a disc for storage, and enables you to listen to music CDs or read data CDs.

The DVD-ROM drive enables you to view your favorite movies, listen to music, or read information from CDs.

The DVD-R/RW drive enables you to view your favorite movies, record your own movies, listen to music, or read information from CDs.

Tip

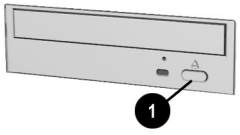
If a CD doesn't play, make sure the drive is closed.

Inserting a CD or DVD into the CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW Drive

(number and style of drives vary by model)

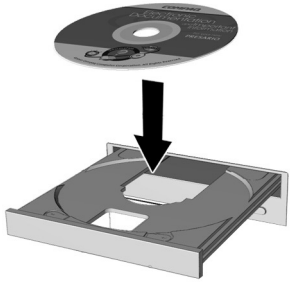
Note: Your computer must be turned on before you can insert or remove a disc.

1. Press the **Load/Eject** button ❶ to open the drive.



2. Carefully lift the disc from the CD case. Hold the disc by the edges and the center hole only, to avoid touching the surface.

3. Place the disc, label side facing up, into the round area of the tray. If the tray contains support tabs, carefully slide the disc under the tabs to position it correctly in the tray.



4. Press the **Load/Eject** button ❶ to close the drive.

Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, cont.

A CD-ROM drive reads CDs, CD-R, and CD-RW media. DVD-ROM and DVD-R/RW drives read all CD media plus DVD discs.

When you have finished listening to a CD, store the disc in the storage compartment on the front of your computer or in its protective case.

See also ...

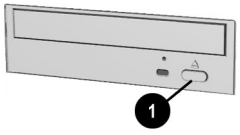
To adjust the volume, refer to "Adjusting the Volume" in this chapter.

Did you know ...

If the CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive can't play a disc, check to be sure that the disc is inserted with the label face-up and properly seated in the drive. The DVD-ROM and DVD-R/RW drives take longer to begin playback because they must determine the type of media being played.

Removing a Disc from a Drive

1. Press the **Load/Eject** button ❶ to open the drive.
2. Carefully lift the CD or the DVD from the drive.
3. Press the **Load/Eject** button on the front of the drive to close the door.
4. Store the disc in its protective case or in the storage compartment on the front of the computer.



Playing an Audio CD

1. Insert a disc into the drive with the label face up.
2. If after a few seconds the disc does not automatically start playing, press the **Play/Pause** ▶II button on the keyboard.

3. Perform the following tasks using your Internet keyboard as needed:
   - Click the **Play/Pause** ▶II button to pause play.
   - Click the **Forward** ▶▶I and **Back** I◀◀ buttons to skip tracks.
   - Click the **Stop** ■ button to stop playing the CD.
   - Press the **Eject** button on the drive to remove the disc.

Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, cont.

You can only play a DVD movie from a DVD-ROM or DVD-R/RW drive. When you finish watching a movie, store the DVD disc in its protective case.

Tip

You can control the actions of the DVD player (pause, rewind, and so on) from the CD/DVD control buttons on the keyboard.

See also ...

Refer to "Adjusting the Volume" in this chapter to adjust the volume when playing a DVD disc.

Playing a DVD-ROM Movie

1. For the best performance, close all running programs before inserting a DVD movie. Insert the DVD disc into the DVD-ROM or DVD-R/RW drive. Playback begins automatically.
2. If playback does not begin automatically, click the **Start** button on the Windows desktop.
3. Point to **All Programs**, then point to **Compaq WinDVD**, and then select **WinDVD Player**.
4. Click the **Play** ▶ button to begin play.

Disk Drive, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, cont.

The CD-RW drive allows you to create your own CDs. You can buy two types of media: CD-R and CD-RW discs.

CD-R media can be played on most of the newer CD players, CD-ROM, DVD-ROM, and DVD-R/RW drives. CD-R media can be written to only once. However, you can write to CD-RW media using multiple recording sessions until you close out the disc.

CD-RW media can be used to make backups of your personal CDs or hard disk. These discs are re-usable and can be erased and rewritten to numerous times.

See also ...

For more information about using the CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drives, refer to the My Presario—Learning More *CD.*

Creating Your Own CDs

CDs are created using the Easy CD Creator software (available on select models). Various uses of the CD-RW drive are shown below.

Note: Confirm that the Easy CD Creator software is installed before you begin trying to create CDs.

Media	Uses
Audio	Create personal music CDs with your favorite music tracks and MP3/WMA files.
Data	Create a data CD to store data, such as files or folders from the hard disk. This feature is useful for backing up important files or for sharing data with other people.
Direct CD	Write files directly to a CD-R/CD-RW just like you copy files to a disk drive. Drag-and-drop files from one drive to another in Microsoft Explorer without accessing Easy CD Creator.
CD Copier	Create an entire copy of a CD or a backup of data files.
Jewel Case Creator	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

The Easy CD Creator software is intuitive. When you place the cursor over any of the functions, a description of the function is displayed.

Note: There is extensive online Help built into the software. To view online Help you must load Adobe Acrobat Reader from the *My Presario—Learning More* CD.

Welcome to the Web

3

In This Chapter

Basic Concepts, 3-2

Internet Connection, 3-3

E-mail, 3-4

Content Advisor, 3-9

In just a few moments, you will be on the World Wide Web. It is estimated that thousands of new users will join you in connecting to the Internet for the very first time!

In this chapter, you begin to explore the endless possibilities of the Internet—e-mail, shopping, news, entertainment, research, education, and much more. Procedures are provided for America Online (AOL) users.

Welcome to the World Wide Web. You are about to enter a very exciting new world!

Note: Your screen may vary from the images shown in this chapter.

Basic Concepts

Internet, Web, URL, hyperlinks, cyberspace—sound confusing?

The Internet definitely has its own terminology. Take a few moments to understand some basic concepts that will help you start surfing the Web.

To begin surfing, you need to establish an Internet Service Provider (ISP) account.

What Is the Internet?

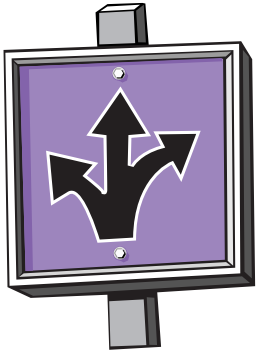
Millions of documents, pictures, software, and entertainment files are available for you to use on the World Wide Web. Your new Presario comes complete with everything you need to get up and running on the Internet in just 10 minutes! Then, you too can have access to all these files. But first, let's discuss some basic concepts about the Web and the Internet.

The Internet is a global association of computers that transmit data and make the electronic exchange of information possible. Documents are stored on servers on the Internet. These documents are identified using Hypertext Transfer protocol, or HTTP, to deliver the Web pages in a format readable by your Web browser.

What Is a Hyperlink?

Imagine you're reading a newspaper. One page 1, it may read something like "For more details, see page 3, column 2."

Hyperlinks in a Web site work the same way. Use the mouse to click a hyperlink and you can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.



Internet Connection

Web pages are viewed with a Web browser, such as Microsoft Internet Explorer or Netscape Navigator. A Web browser lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page—your starting point for exploring the Web
- Search engine—takes information scattered on Web sites around the world and lists it for easy viewing and printing
- Bookmarks/Favorites—a list of Internet addresses you often visit
- History list—a list of Web sites you have visited

See also ...

The My Presario—Learning More *CD has more information on Web browsers, e-mail, and news reader settings.*

Connecting with AOL

If you have chosen AOL as your ISP and completed "Setting the Internet Buttons to AOL," press the **Instant Internet** *i* button to access the AOL home page. The appearance of your screen varies with the version of AOL.

Searching the Web Using AOL

1. Complete the "Setting the Internet Buttons to AOL" procedure.
2. Press the **Search** button on the Internet keyboard. The search page is displayed.
3. Enter a keyword in the Search box.
4. Click the **Search!** button. The search engine displays a list of Web pages containing your keyword.

E-mail

E-mail (electronic mail) is very similar to the mail the postal carrier delivers to your home or office, except much faster.

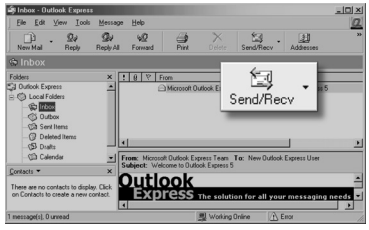
You can send letters, pictures, postcards, even music and video clips, to friends, family, and co-workers in an instant.

Outlook Express is an e-mail program that comes with your computer. Other e-mail programs include AOL and Hotmail.

Tip

If you receive an error message saying that your e-mail was undeliverable, check the address, punctuation, and spacing, and then try sending it again.

Setting Up Outlook Express E-mail



1. Press the **Instant E-mail** button on the Internet keyboard.

   Note: If the Internet Connection Wizard starts, Outlook Express is not preconfigured and you must go through the configuration process. Contact your ISP for the proper configuration settings.

2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.
3. If you are prompted for a password, type in your password.
4. Click **Remember Password**.
5. Click **OK**. You are now set up and ready to use e-mail.

Typing an E-mail Message

Regardless of the e-mail software you choose, creating an e-mail message is like filling out a form. When typing an e-mail message, you must complete the following:

Feature	Description
To:	E-mail address of the recipient
Cc:	Person(s) receiving a copy of your message
Subject:	Summary of your message in a few words
Message:	Content of your message

E-mail, cont.

To send and receive e-mail, you need an e-mail address so that your Internet Service Provider (ISP) will know where to pick up and deliver mail.

See also ...

The My Presario—Learning More *CD has information on finding e-mail addresses.*

Did you know ...

E-mail extensions identify the type of server where an organization resides. Some of the most common e-mail extensions and their descriptions are as follows:

Extension	Description
.org	organization
.com	commercial
.net	network
.edu	education
.gov	government agencies
.mil	military

Understanding E-mail Addresses

Some ISPs allow you to pick an e-mail address, but others require you to follow a set pattern:

- your name
- @
- ISP server name

ISP names can be longer and more complex, but basically anything to the right of the @ sign is the ISP server name and anything to the left is the user name. For example:

E-mail, cont.

Now that you've connected to an ISP, set up Outlook Express, and have an Internet address, it's time to write your first e-mail message.

Tip

E-mail addresses are written in a very specific way. Be sure the e-mail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters may be required. Ask e-mail recipients exactly how to write their e-mail address.

See also ...

The My Presario—Learning More *CD has more information on using e-mail.*

Sending an E-mail Using Outlook Express

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **New Mail Message** icon ❶.
3. Type the recipient's e-mail address in the **To** box ❷.
4. Type the subject of your message in the **Subject** box ❸.
5. Type your message in the message window ❹.
6. Click **Send** ❺.

E-mail, cont.

Now that you've connected to an ISP, set up AOL, and have an Internet address, it's time to write your first e-mail message.

Tip

E-mail addresses are written in a very specific way. Be sure the e-mail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters are not required. Ask e-mail recipients exactly how to write their e-mail address.

See also ...

The My Presario—Learning More *CD has more information on using e-mail.*

Sending an E-mail Using AOL

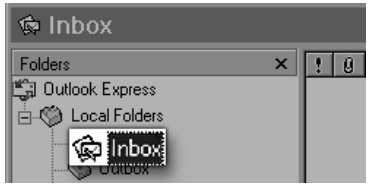
1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **Write** icon on the AOL toolbar.
3. Type the recipient's e-mail address in the **Send To** box ❶.
4. Type the subject of your message in the **Subject** box ❷.
5. Type your message in the message window ❸.
6. Click **Send Now** ❹.

E-mail, cont.

You receive e-mail messages automatically, even when your computer is shut down! Your ISP stores these messages until you decide to open your e-mail program and read them.

Reading Your Outlook Express E-mail Messages

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the e-mail, or press the **Delete** key on the keyboard to delete the message.

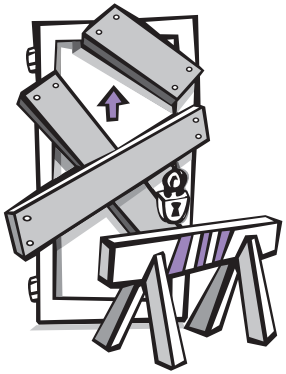


Reading Your AOL E-mail Messages

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **Read** icon. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the e-mail, or press the **Delete** key on the keyboard to delete the message.

Content Advisor

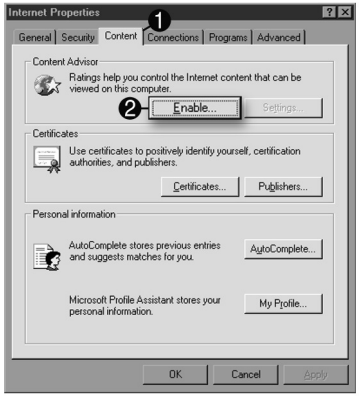
The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.



With Content Advisor, you can:

- Control Internet access
- Set up a password
- Set up a list of Web sites that people who use your computer cannot view
- Adjust the types of content people who use your computer can view with or without your permission

Restricting Internet Content



1. On the Windows desktop, click **Start**, then click **Control Panel**.
2. In the Control Panel, click **Network and Internet Connections**, then click **Internet Options**.
3. Click the **Content** tab ❶.
4. In the Content Advisor area click **Enable** ❷.
5. Click **Settings**, and then type your password in the Password box.
6. Click a category in the list, and then drag the slider to set the limits you want to use.
7. Repeat this process for each category you want to limit, and then click **OK**.

Common Tasks

4

In This Chapter

Print Basics, 4-2

Games and Digital Audio Files, 4-3

Software, 4-4

In this chapter, you learn how to perform some of the more common activities with your new Internet PC.

More details about these and other everyday activities can be found on the *My Presario—Learning More* CD.

Print Basics

To print one or more pages from a document file or Web page, you have to connect your printer and install the necessary software.

To see what the document will look like when printed, select the **Print Preview** option from the **File** menu. This option is available in most software packages.

See also ...

For additional information about your printer, refer to the manufacturer's documentation.

Using the Menu to Print

1. Click **File** on the menu bar.
2. Click **Print**. The *Print* dialog box is displayed.
3. Select the printing options you want.
   - ➜ Confirm which printer you are printing to.
   - ➜ Choose the page range to print:
     - All pages
     - The current page you are viewing
     - A range of pages (for example, 1–4)
   - ➜ Confirm the number of copies you want to print.
   - ➜ Select All, Odd, or Even pages in range.

   Note: These options vary depending on the printer installed.
4. Click **OK**.

Games and Digital Audio Files

Your new Internet PC is not only a powerful tool for surfing the Internet and running software, it also allows you to play games.

Did you know ...

You should always use the same disc drive (CD-ROM or DVD-ROM) that you used to install a game when you play the game. If you experience problems installing or playing a game, contact the game manufacturer for assistance, or visit their Web site for updates.

Your computer can also play digital audio files, such as music downloaded from the Internet. You can download MP3 files and play them using the Windows Media Player software.

Playing Games

Your computer came with several Windows games preinstalled, and many more are available for purchase or by downloading them from the Internet. You can play games online with other players from all over the world.

Note: Before purchasing a game, check the computer requirements (listed on the outside of the game box) to make sure that your computer is configured correctly for the game you want to buy.

Playing Digital Audio Files

1. From the Windows desktop, click the **Start** button.
2. Point to **All Programs** and then select the **Windows Media Player** program. The Windows Media Player screen is displayed.
3. Follow the on-screen instructions for creating and playing a play list. For help with specific functions, press the **F1** key or choose **Help Topics** from the Help menu.

Software

You may want to purchase and install additional software. Software can be installed from a CD, DVD, or disk, and it can be downloaded from a Web site.

The installation process begins automatically when you insert the CD in the disc drive. If the installation process does not begin automatically, refer to the documentation that came with the software. If no documentation exists, follow the procedure listed here to install software from a CD or disk.

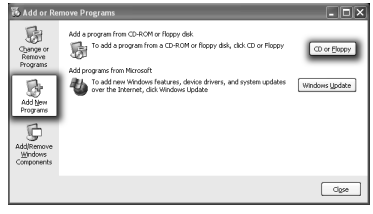
In the event of difficulties with the installation, contact the software manufacturer.

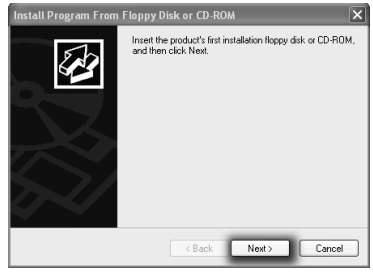
Tip

When selecting software for your computer, make sure the packaging states that it is compatible with your version of Microsoft Windows, your computer memory, processor, and available disk space.

Installing Software from a CD, DVD, or Disk

1. Close all open programs, and follow the installation instructions for that software.
2. From the Windows desktop, click the **Start** button then click **Control Panel**.
3. Double-click the **Add or Remove Programs** icon. The Add or Remove Programs window is displayed.
4. Click **Add New Programs**.
5. Click the **CD or Floppy** button.
6. Insert the CD or disk into the proper drive and click **Next**. Microsoft Windows begins the installation process.





Software, cont.

If you download software from a Web site, follow the installation instructions that are usually displayed on the Web page. If installation instructions are not available, complete the steps listed here.

Tip

Before downloading files of any kind from the Internet, make sure that call-waiting is disabled and that your anti-virus utility is running.

Did you know ...

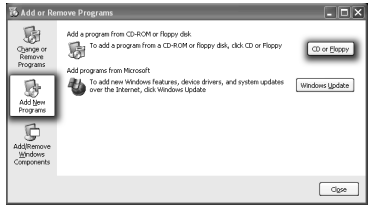
If the download process is interrupted, you must restart the entire download procedure from the beginning.

See also ...

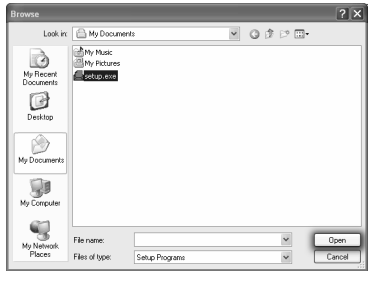
For more information on anti-virus software, see "Preventive Maintenance" on the My Presario—Learning More *CD.*

Installing Software Downloaded from the Internet

1. Before you start downloading, note the location on the hard drive where the files will be stored. Also, be sure that you have enough hard drive space available.
2. After the download is complete, terminate your Internet connection.
3. Close all other open programs.
4. On the Windows desktop, click **Start** then click **Control Panel**.
5. Double-click the **Add or Remove Programs** icon. The Add or Remove Programs window is displayed.



6. Click **Add New Programs**.
7. Click the **CD or Floppy** button.
8. Click the **Next** button.
9. Click the **Browse** button.



10. Locate and select the **Setup.exe** or **Install.exe** file for the downloaded software.
11. Click **Open** to begin the installation process.

Computer Upgrades

5

In This Chapter

Internal Components, 5-2

Upgrading Components, 5-4

Adding Components, 5-5

In this chapter, you learn how to access the internal parts of the computer and how to perform basic upgrades.

Many components of the computer are replaceable and upgradable. This chapter should be used as a supplement to the instructions provided with your new component.

Internal Components

Your 5000 Series computer is constructed with an Easy Access panel. This design makes accessing the internal parts easy.

Warning

Failure to disconnect the power from the computer may result in personal injury.

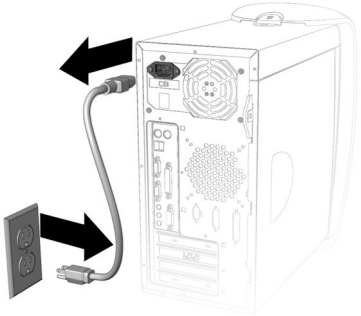
Caution: Before working with the components inside the computer, you must ground yourself and the equipment to prevent damage to the parts from static electricity. To discharge any static buildup, touch a metal part of the computer chassis before touching any internal parts.

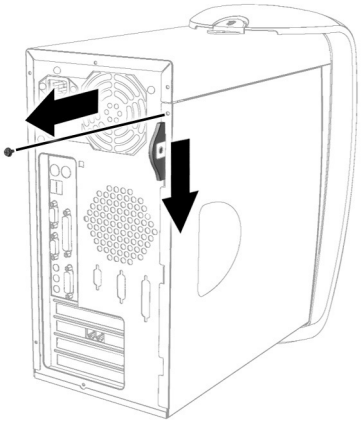
Did you know ...

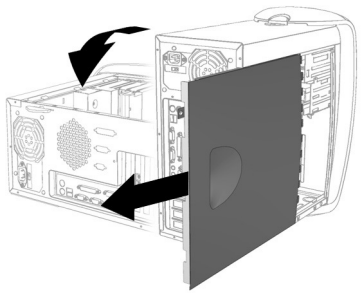
The screw(s) securing the side access panel are for shipping purposes only and do not need to be replaced.

Accessing Internal Computer Components (5000 Series)

1. Remove any diskette or compact discs (CDs) from the computer.
2. To shut down your computer, click the **Start** button, and then click **Turn Off Computer**. The Turn Off Computer dialog box is displayed. Select **Turn Off** to turn the computer off.
3. Disconnect the **power cord** from the electrical outlet and computer.
4. Disconnect all peripheral device cables from the computer.
5. Remove the screw(s) securing the side access panel.
6. Locate the latch directly below the screw, pull the latch down, and hold it in the down position.
7. Grasp the indented hand-hold and slide the side panel from the chassis.
8. Turn the computer on its side with the open side facing up.







Internal Components, cont.

Your 8000 Series computer is constructed with a removable side panel. This design makes accessing the internal parts easy.

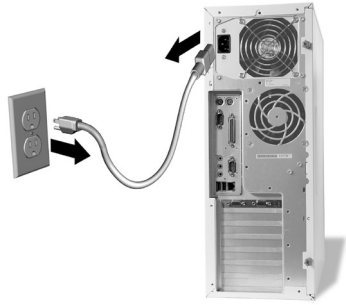
Warning

Failure to disconnect the power from the computer may result in personal injury.

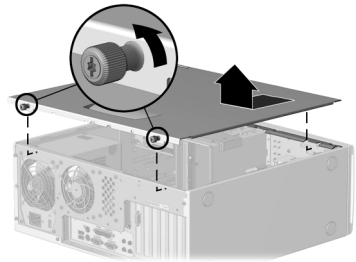
Caution: Before working with the components inside the computer, you must ground yourself and the equipment to prevent damage to the parts from static electricity. To discharge any static buildup, touch a metal part of the computer chassis before touching any internal parts.

Accessing Internal Computer Components (8000 Series)

1. Remove any diskette or compact discs (CDs) from the computer.
2. To shut down your computer, click the **Start** button, and then click **Turn Off Computer**. The Turn Off Computer dialog box is displayed. Select **Turn Off** to turn the computer off.
3. Disconnect the **power cord** from the electrical outlet and computer.
4. Disconnect all peripheral device cables from the computer.



5. With the computer laying on it's side, loosen the two thumb screws that secure the access panel to the computer chassis. Slide the access panel back about one inch, then lift it up and off the unit.



Upgrading Components

Random access memory (RAM) is the working space of your computer. Data and instructions are stored there temporarily in memory. The most powerful processor and the fastest hard drive will not perform well without the workroom to keep the data and program close at hand.

There are several different types of memory modules. You must install the same type of memory currently in your computer. Go to the following Web site to find out exactly what type of memory is in your computer:

compaq.com/athome/memory

Did you know ...

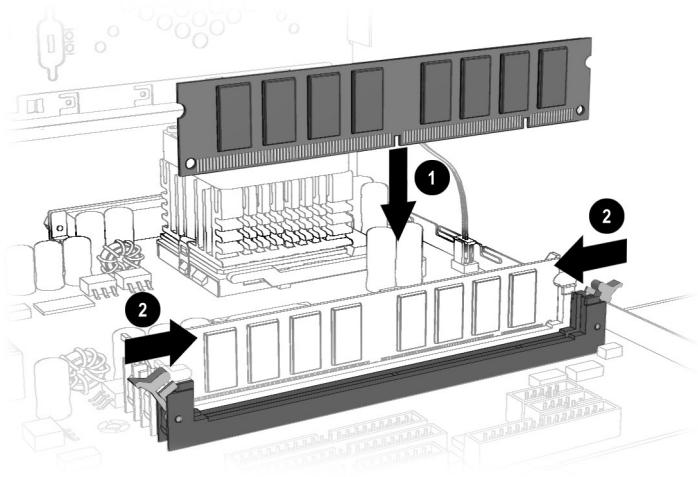
If a blank screen is displayed after replacing the memory module, the memory is installed incorrectly. Repeat the procedure to ensure that the memory module is properly positioned.

Tip

Upgrade the memory in your computer with modules of the type and speed that are identical to the memory originally installed in your computer.

Upgrading Computer Memory

1. Complete the "Accessing Internal Computer Components" procedure for your computer model.
2. Pull outward on the release latches found on both ends of the memory slot ❷.
3. Align the memory module ❶ with the memory slot on the system board.
4. Push the module carefully and firmly into the slot, ensuring that the latches ❷ on both ends snap into place.



Note: Press gently to ensure the memory module is properly positioned.

Adding Components

An expansion card is a circuit board that fits into a computer expansion slot. The card adds a certain function such as a modem, sound or audio card, Network Interface Card (NIC), or Small Computer System Interface (SCSI) adapter.

This topic shows you how to add or replace expansion and option cards in your computer.

Did you know ...

The type and number of expansion slots may vary by computer model.

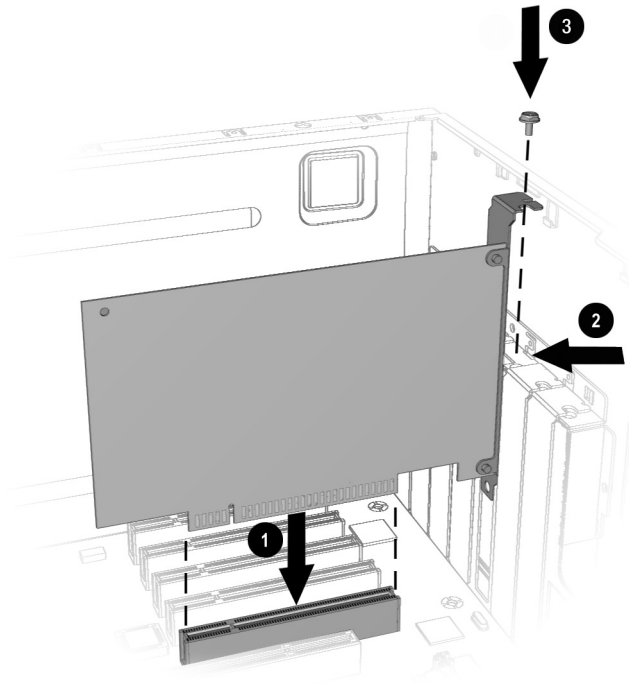
Tip

Be sure the expansion card is properly positioned in the rear connector slot on the chassis.

Adding an Expansion or Option Card

Note: Some Presarios come with AGP slots for graphics card options only.

1. Complete the "Accessing Internal Computer Components" procedure for your computer model.
2. Align the card ❶ with the connector on the system board and with the rear connector slots ❷ on the chassis.
3. Insert the card carefully and firmly into the connector on the system board.



4. Place the slot screw ❸ into the chassis slot and secure the expansion card to the chassis.

Help & Support

6

In This Chapter

Preventative Care & Maintenance, 6-2

Online Service & Support, 6-3

How to Access Help, 6-4

Troubleshooting, 6-6

This chapter provides information for identifying and solving common problems that may occur with your computer. You can easily diagnose and solve many computer problems on your own without contacting a Compaq Support Specialist.

If you have a computer problem or question, check the following resources for answers:

- Review this "Help & Support" chapter for suggestions to solve the problem.
- Press the **Help ?** button on the keyboard to access the built-in Compaq Help & Support Center, where you can find information about your computer and computer-related peripherals as well as access links to online technical help.
- Visit the Compaq Help & Support Web site at: **compaq.com/consumersupport**
- Contact a Compaq Support Specialist at the telephone number listed in your Certificate of Warranty.

Preventative Care & Maintenance

Tip

Try running the Help & Support troubleshooting tools if you are experiencing problems with your PC.

Your Presario is equipped with an integrated help and assistance tool from Microsoft and Compaq, providing simple click access to built-in product information, preventative care and maintenance assistance, and web links to online support and technical information. Press the **Help ?** button on your Internet keyboard to access the Compaq Help & Support Center.

- **Prevent unnecessary data loss:** Protect your files and system from harmful viruses by utilizing the virus protection software available for your system.
- **Undo harmful or unintended changes to your system:** Your system comes with built-in restore features to help protect your system from unnecessary downtime. Return your system to its optimal state using one of the provided restore features.
- **Adjust your system's resources to improve performance:** Compaq has engineered an exclusive utility, called a Virtual Technician, which helps you safely manage your computer's system performance and resources.
- **Troubleshoot modem or Internet connection issues:** Test your modem line connection for slow or poor connection speeds, as well as troubleshoot common modem problems.
- **Receive automatic delivery of drivers, software updates, and fixes:** Compaq utilizes Windows Update to deliver automatic software updates, fixes, and drivers.
- **Learn more about how to replace end-user parts:** The End User Replaceable Parts Program is part of the Compaq comprehensive product purchase protection plan. Leveraging the Presario Easy Access Design, the End User Replaceable Parts Program enables customers to easily service their own PCs.

Online Service & Support

For the fastest time to accurate solutions, go to **compaq.com/consumersupport**. Whether you are a novice or technical expert, knowledge, information, and assistance is available when and where you need it.

➜ **Need access to drivers and product documentation?** Find original product drivers, the latest updates and software fixes, warranty information, and product documentation.

web14.compaq.com/falco/sp_list.asp

➜ **Join the Compaq Customer Communities:** Where novices to technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.

compaq.com/communities

➜ **Open an online service event with a Compaq Support Specialist:** Have a product warranty issue or need to contact a technical expert? Contact Compaq online for the fastest time to a solution. To ensure proper handling of your service event, please include your:

- Product serial number
- Date of purchase
- Detailed description of your issue or question

compaq.com/athome/support/consumeremail.html

How to Access Help

Tip

*Join the Compaq Customer Communities (**compaq.com/communities**) and access up-to-date knowledge, information, and assistance for your PC.*

The first step when you need help is to press the **Help ?** button on your keyboard, giving you access to an integrated help and assistance tool from Microsoft and Compaq. The Compaq Help & Support Center provides a wealth of help and assistance, especially when you need:

- Answers to questions about your hardware or software
- Help installing new peripherals or software applications
- A resolution to a hardware or software problem or error
- To restore your Presario and undo harmful changes
- Access to the latest drivers, updates, and downloads

If you want interactive help or didn't find exactly what you were looking for, go to the Compaq Help & Support Web site, found at **compaq.com/consumersupport**. The Compaq Help & Support Web site is the fastest way to find accurate solutions by providing:

- Original product drivers and the latest software updates
- Warranty information and product documentation
- Questions, answers, and insights through the Compaq Customer Communities, **compaq.com/communities**
- E-mail responses from a Compaq Support Specialist

If the Help & Support features mentioned above are unavailable, here are some additional methods of getting assistance and resolving a problem:

- Contact a Compaq Support Specialist at the telephone number listed in your Certificate of Warranty with the following information available:
  - Product serial number
  - Date of purchase

How to Access Help, cont.

Tip

Everything added to the drive since the last User Backup is lost when you perform a User Restore.

Tip

User Backup creates USER.PQI files. These files are read-only—you cannot edit their contents.

➜ Reinstall the software to its original state when you purchased the computer by using the Recovery CD. You also have the option of restoring your computer to the way it was when you performed the last User Backup. When you restart your computer with the Recovery CD in the drive, the following menu is displayed.

Option	Description
Emergency Diskette	Creates a recovery diskette that stores the system information that came with your computer. This diskette contains information specific to your computer model. You may be prompted to insert the emergency diskette if you use the QuickRestore CD to restore the C and D drives to their original factory settings.
User Backup	Creates a backup of all the files, applications, and data currently on the C drive. The backup is stored in USER.PQI files on the D drive. **Note:** If the D drive does not have enough space to store the User Backup, the computer automatically resizes the partition then completes the User Backup. Be aware that the size of the C drive decreases as the size of the D drive increases.
User Restore	Uses the information stored in the USER.PQI files on the D drive to restore all the files, applications, and data on the C drive as they existed at the time of your last User Backup. Any files, data, or programs you added after your last User Backup are deleted.
Factory Restore	Restores the computer to its original factory condition. You will need to re-enter your factory registration information. Any files, data, or programs you added after receiving your computer are deleted.
Exit	Exits the Recovery CD.

Note: For more information about the Recovery CD, refer to the *My Presario—Learning More* CD.

Troubleshooting

Reference additional help within the Compaq Help & Support Center and Compaq Help & Support Web site.

See also ...

For additional troubleshooting information relating to your printer or monitor, see the documentation that came with your equipment.

Before contacting a Compaq Support Specialist, keep in mind that the information needed to correct the problem may be at your fingertips. Try pressing the **Help ?** button on the keyboard. This button accesses important help and support information and tools.

Information in this section is divided into three areas: Symptom, Problem, and Solution.

The **Symptom** line describes the symptom or warning message for the type of problem you are having. The **Problem** column identifies one or more reasons why the symptom may have occurred. The **Solution** column describes what you should do to try to solve the problem.

Note: Some of the symptoms listed for certain troubleshooting problems will not apply to your computer. For problems relating specifically to the monitor or printer, refer to the documentation that came with the equipment.

Audio

Symptom	Problem	Solution
No sound	Speaker cables are not properly connected.	Shut down your computer using the normal shutdown procedure. Reconnect the speakers. Refer to the Quick Set-Up poster for instructions.
	Volume is muted.	1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Click **Sound, Speech and Audio Devices** then click **Sounds and Audio Devices**. 3. Click the **Mute** check box to remove the check mark from the box.
	Computer is in Stand By mode.	Press the Power button to resume from Stand By mode.

CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW Drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive cannot read a disc or takes too long to start.	CD has been inserted upside-down.	Re-insert the CD with the label facing up.
	The DVD-ROM drive takes longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available from most computer stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Click **Performance and Maintenance** then click **System**. 3. Click the **Hardware** tab then click the **Device Manager** button. 4. Click the plus sign **+** next to the **CD/DVD-ROM drives**, and select the drive you are having a problem with. 5. Click the **Action** menu item and select **Uninstall**. 6. Restart your computer, and let Windows detect the CD or DVD driver.
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	Verify that you are using the correct media for the drive. Try a different brand of media. Quality varies widely between manufacturers.

Note: See online Help in the Easy CD Creator software for detailed troubleshooting tips.

Disk Drive

Symptom	Problem	Solution
Unable to read the floppy disk.	A non-formatted disk has been inserted.	To format the disk: 1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Select the **disk (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the disk.
	Floppy disk is damaged.	Replace the floppy disk with a new one.
"Invalid system disk" message is displayed.	A floppy disk that does not contain the system files needed to start your computer has been inserted in the drive.	When drive activity stops, remove the disk and press the **Spacebar**. The computer should start up.
	Floppy disk error has occurred.	Restart your computer by pressing the Power button.
Disk drive light stays on.	Floppy disk has been improperly inserted.	Remove the disk and reinsert it as follows: Insert the edge with the sliding cover into the drive, face up, and push the disk all the way in until it stops.
	Floppy disk drive is damaged.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to your Certificate of Warranty for details.
Disk drive cannot save information to floppy disk.	Floppy disk is not formatted.	To format the disk: 1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Select the **disk (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the disk.

Symptom	Problem	Solution
Disk drive cannot save information to floppy disk, cont.	Floppy disk is write-protected.	Slide the write-protection tab to the unlocked position on the disk.
	Floppy disk is full or the file is too big.	Use another disk or compress the file to reduce the size.
	Floppy disk is damaged.	Replace the damaged disk.
	File Save command not properly executed.	When saving information to the floppy disk drive, verify that you are using the correct drive letter.
Disk drive cannot read a floppy disk.	Floppy disk drive has failed.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to your Certificate of Warranty for details.
	Floppy disk is not formatted.	To format the disk: 1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Select the **disk (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the disk.

Hard Drive

Symptom	Problem	Solution
Computer seems to be locked up.	Program in use has stopped responding to commands.	Attempt a normal Windows shutdown. If this fails, press the **Power** button for four or more seconds to turn off the power. To restart your computer, press the **Power** button again.
Hard drive error message is displayed.	Part of hard drive has failed or is about to fail.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to your Certificate of Warranty for details.

Display (Monitor)

Symptom	Problem	Solution
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is not turned on.	Press the **Power** button on the front of the monitor.
Screen is blank.	Monitor connector cable is not properly connected to the back of the computer.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the computer.
	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	Computer is in Stand By mode.	Press the **Power** button to resume from Stand By mode.
	If you have a flat-panel monitor (available on select models), you may need a Digital Video Interface and connector.	Refer to your Certificate of Warranty for details.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying the following connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP and launch the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Click **Printers and Other Hardware**. 3. Under the Control Panel icons, click **Phone and Modem Options**. 4. Select the **Modems** tab then click the **Properties** button. 5. Under **Device status**, verify the modem is working properly. 6. Under **Device usage**, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the on-screen instructions.

Power

Symptom	Problem	Solution
Computer will not turn on.	Line voltage selection switch is not in the proper position for your region (115V/230V).	Set the line voltage selection switch to the correct setting for your region, or call Compaq Technical Support for assistance. Refer to your Certificate of Warranty for details.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
"Illegal Operation has Occurred" error message is displayed.	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, press the **Help ?** button on the keyboard to access the Compaq Help & Support Center and select **Undo harmful or unintended changes to your system**.
Computer will not start.	System files may have been damaged.	Refer to the "How to Access Help" section in this chapter.
	Wrong memory modules were used in the upgrade, or memory modules were installed in the wrong location.	Verify that you installed your memory modules correctly by calling Compaq Technical Support. Refer to your Certificate of Warranty for details.
	Hard drive is damaged.	Refer to your Certificate of Warranty for details.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the computer.	Keyboard connector is not properly connected.	1. On the Windows desktop, click the **Start** button. 2. Click **Turn Off Computer**. The Turn Off Computer dialog box is displayed. 3. Select **Turn Off**. 4. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. If your mouse cannot activate a shutdown, refer to the problem below: "Mouse connector is not properly plugged into the back of the computer."
	Keyboard needs repair.	Refer to your Certificate of Warranty for details.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	Shut down your computer using the keyboard: 1. Press the **Ctrl** and **Esc** keys at the same time to display the Start menu. 2. Use the up or down arrow key to select **Turn Off Computer**, and then press the **Enter** key. 3. Use the up or down arrow key to select the **Turn Off** option, and then press the **Enter** key. 4. After the shutdown is complete, plug the mouse connector into the back of your computer (or the keyboard) and restart your computer.

Symptom	Problem	Solution
Mouse does not respond to movement or is too slow, cont.	Program in use has stopped responding to commands.	Shut down your computer using the keyboard. Refer to the preceding problem “Mouse connector is not properly plugged into the back of the computer” for details about shutting down using the keyboard.
Mouse will only move vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available from most computer stores.
	Mouse needs repair.	See your Certificate of Warranty for details.

Wireless Wheel Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Receiver is not connected properly.	Try unplugging then reconnecting the receiver cable to your computer. The receiver cable goes into the computer's USB port or PS/2 mouse port.
	Batteries are not installed properly.	Reinstall the batteries according to the diagram inside the battery compartment.
	Communication between receiver and mouse not established.	Press the **Connect** button on the receiver, then press the **Connect** button under the mouse. See the "Compaq/Logitech Wireless Wheel Mouse" section for more information.
Poor reception.	Receiver too close to other electrical devices.	Place the receiver at least 8 inches or 20 centimeters away from other electrical devices, such as the computer, the computer monitor, or external storage devices.
		If you are working on a metallic surface, try turning the receiver on its side.
Mouse stops functioning.	Batteries are low.	Replace the batteries.

Memory

Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the computer is being used by open programs, and memory is needed for a desired task.	To avoid Windows running unnecessary programs automatically at startup: 1. Press the **Help ?** button. 2. Select **Adjust your startup resources to improve performance**. 3. Follow the on-screen instructions.

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